

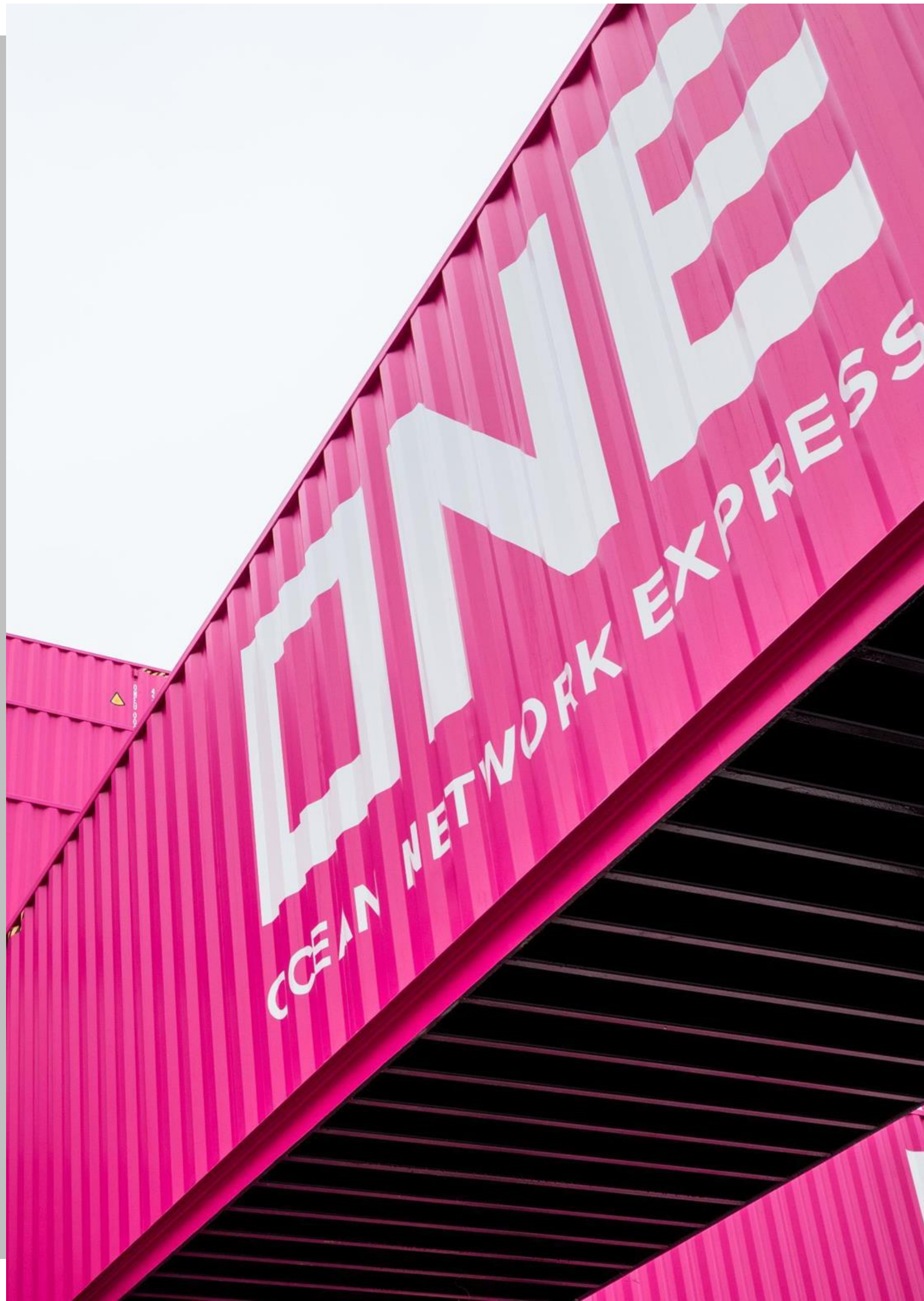
ONE INITIATIVES

FY2023 Q2



31, Oct 2023





- 1. CEO's MESSAGE**
- 2. Our Initiatives for FY 2023 Q2**
- 3. ONE's COUNTERMEASURES**
 - **CUSTOMER SERVICE ORIENTED**
 - **OPERATIONAL EXCELLENCE**
 - **GREEN STRATEGY**
 - **CONTAINER SHIPPING SUMMIT**
 - **SUSTAINABILITY IN ONE**



Jeremy Nixon
Chief Executive Officer

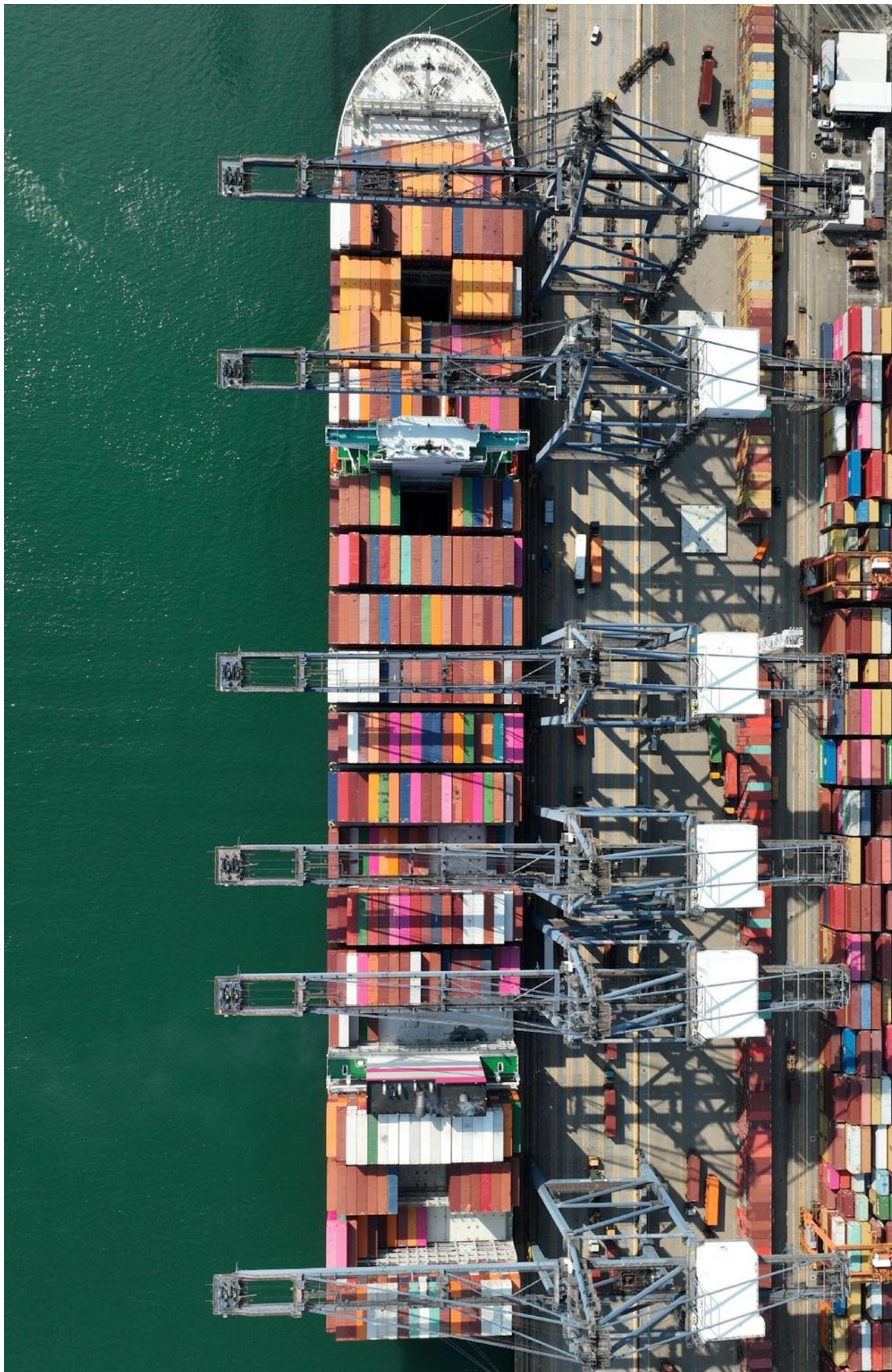
Market Developments

The global economy continues to face headwinds as a result of high inflation, interest rates and energy costs. As a result, consumer demand is subdued and customer inventory levels are generally rebalancing to more conservative levels. Post the mid-autumn holidays in Asia, we have witnessed a slower recovery in booking demand on the Asia-Europe and Transpacific trades, whilst the Intra-Asia and the Latin America trades seem more resilient.

In response to generally weaker export demand in Asia for North America and Europe, ONE and its THEA consortium partners are now making a number of structural network deployment changes. To align supply better with the more subdued demand outlook. Intended to reduce the need for ad hoc sailing withdrawals and to overall improve ontime vessel schedule reliability.

Operational Considerations

Unsettled labour disputes in the port sector now seem to have largely been resolved. Weather related factors are currently the most dominant factor influencing global schedule integrity. Low rainfall in Latin America is directly impacting Panama Canal transits and water access levels on the Amazon. Furthermore, stronger weather systems in west and south Africa have further adversely impacted port productivity and vessel turnaround times.



ONE Service Enhancements

Over the last quarter, ONE has launched a number of new services to respond to specific regional customer demand requirements. In September, ONE launched its Latin-East-Coast Europe Express (LUX) service connecting the east coast of South America and Europe. This was ONE's first dedicated deployment on this trade route. In the Mediterranean, we also launched the new Adriatic Israel Butterfly Loop (AIB) service. In Asia, we set up the Thailand Hakata Express (THX), a new service connecting Thailand, Vietnam, and Japan. As well as the new Korea China Indonesia Service (KCI), connecting South Korea, China, and Indonesia.

Sustainability

Earlier in July during the MEPC80, International Maritime Organization (IMO) officially decided to set a "net zero" greenhouse gas (GHG) emissions reduction target for international shipping by 2050. As a roadmap the MEPC also set new intermediate targets of at least a 20% reduction in total emissions by 2030 and at least a 70% reduction by 2040, compared to 2008 levels. Simultaneously, it also includes a goal of introducing 5-10% GHG-free or near-zero alternative fuels by 2030. Meanwhile, the EU-ETS, a greenhouse gas (GHG) emissions trading system, is scheduled to take effect in Europe in 2024. In response, the maritime industry including ONE is further focused on introducing new technology and fuel solutions to reduce overall carbon emissions.

Strategy & Direction

Steadily execute business in accordance with ONE's Midterm Strategy and Green Strategy announced in March 2022.

- As a container shipping company that supports the supply chain, ONE will make investments and continuously provide high-quality, safe global transportation services.
- ONE has positioned green strategy as its top management priority and will continue to address industry challenges, including decarbonization.
- ONE will continue to enhance digitalization, operational efficiency, and risk management to further increase industry-leading profitability and safety, to achieve sustainable growth.

Progress

Investment:

- Two vessels, out of six long-term-chartered 24,000TEU vessels from SHOEI KISEN KAISHA LTD, were delivered and deployed in Asia-Europe trade (total three vessels in service). The first vessel of four long-term-chartered 15,000TEU Vessels from Seaspan Corporation was delivered in Q2.
- Intra-Asia new services(KCS2 & THX) launched (Jul).
- AIB(Adriatic Israel Butterfly) service launched in Mediterranean trade (Jul).
- New Latin America services(FLX,LUX) launched (Sep).

Environment:

- Participation in Green Shipping Corridor between Shanghai/Los Angeles • Long Beach (Sep).

Safety:

- Accelerated ONE's-collaboration with Safetytech Accelelator, with the aim of reducing cargo fires and loss onboard(Aug).

Q2 2023

ONE ECOMMERCE LATEST UPDATES



e-Commerce

ONE's e-Commerce will soon launch a revamped Booking User Interface and features, along with a new User Registration Flow. The new platform will provide our customers with a new experience.

Revamped Booking UI

- *Pattern Booking*: Your preference matters. Commerce will display frequently used routes and cargo details, which will speed up the completion and submission of bookings.
- *Simplified Navigation*: Seamlessness is the key. With the updated interface, you will be guided through an effortless booking process.
- *Responsive Design*: Consistency across devices. Whether you're using a computer, tablet, or smartphone, the responsive design ensures a cohesive eCommerce experience.

New User Registration Flow

- *Streamlined Registration Form*: Reduce the number of mandatory fields in your registration form. You only need to ask for the essentials.
- *Real-time Validation*: Provide real-time feedback to users when they input data, indicating whether it meets requirements (e.g., valid email format), and highlighting errors and suggesting corrections in real-time.



Mobile Application

A new and improved Global Search enhances your search capabilities – simply input keywords to find the features or information you need. Organize your search results by category, 'Feature' and 'Information', for easier navigation.

Empowering your shipping needs, one tap at a time. Our mobile app makes logistics as easy as sending a text, bringing container shipping closer to you.

✨ **Tariff Search:** Searching for tariffs can be tedious and confusing due to the maze of shipping jargon. Discover the answers you are looking for using ONE to search tariff codes, tariff rules, essential terms, tariff rates for items, surcharges, and surcharge codes – making your shipping journey hassle-free!

Anchor your expectations as we chart a course to harness the 'power of mobile' and elevate your mobile app journey. You can count on us to provide best-in-class cargo features and services.



e-Payment

Our e-Payment platform currently serves customers across seven countries, including Singapore, Hong Kong, Thailand, Indonesia, India, China, and Malaysia. We strive to improve our online payments so you can enjoy a seamless experience. Vietnam is in the works, and it is expected to launch within this year. Stay tuned for upcoming expansion updates, aimed at enhancing your payment experience.

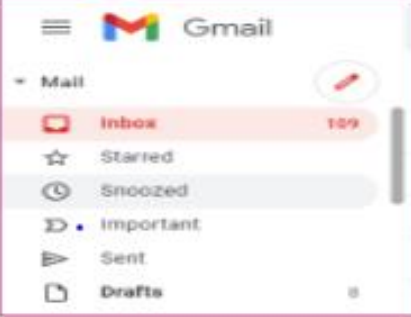
ONE Finance

ONE Finance, our brand new feature in our eCommerce, is now available in more than 50 countries worldwide. Experience enhanced e-commerce with direct e-Payment*, efficient dispute resolution, and dashboard access to B/Ls invoices details, and outstanding information at a glance. To learn more about ONE Finance, please contact your local ONE Finance & Accounting representative.

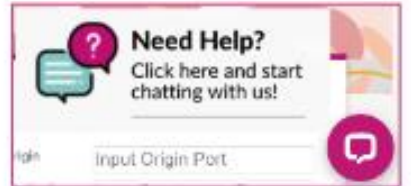
*Available in limited countries.




1 Email



2 Chat



3 Web



Case Management

✓ Visibility ✓ Systematically ✓ Accountability



1. Email to Case
2. Chat to Case
3. Web to Case

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CRM Update

As part of our commitment to providing consistent customer support, we are expanding our service cloud to include third-party agents. It will enable us offer consistent assistance, further strengthen our partnership with our customers and gather valuable feedback on our delivery challenges.


As a big step forward, we have ensured our service level KPIs and metrics are aligned across our ONE entities, paving the way toward consistent customer satisfaction and experience.

As AI transforms enterprise software applications, we are eager to reinvent customer service and relationship management. With AI and Data coming together, this space has endless opportunities.

Our commitment to excellence drives us to improve our platform, processes, and people in this new era of AI-aided digital transformation.

- ✓ Provide full visibility on Customer collaborations for all Key Accounts
- ✓ Customer servicing platform integrated with innovative digital & traditional channels of Customer interactions.
- ✓ Enabling Sales & Servicing teams with insightful data, reports & dashboards from ONE Force

Service KPIs



Feed

- Email
- Chatter

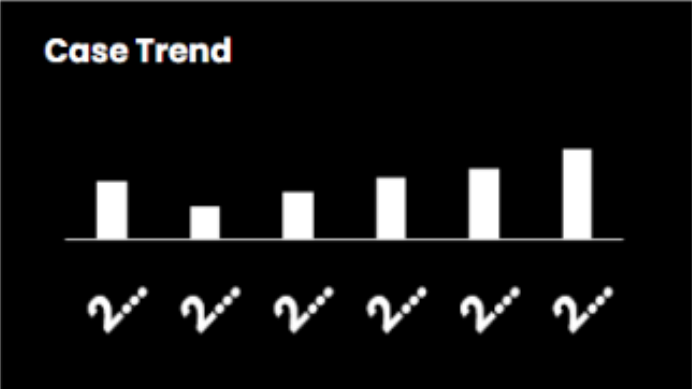
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Customer Profile

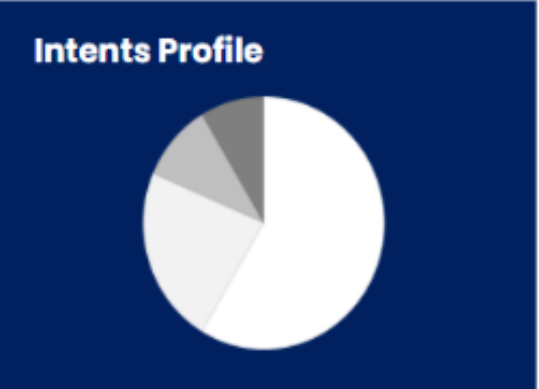
GAM - Jane Low

Data Panel

Case Trend



Intents Profile

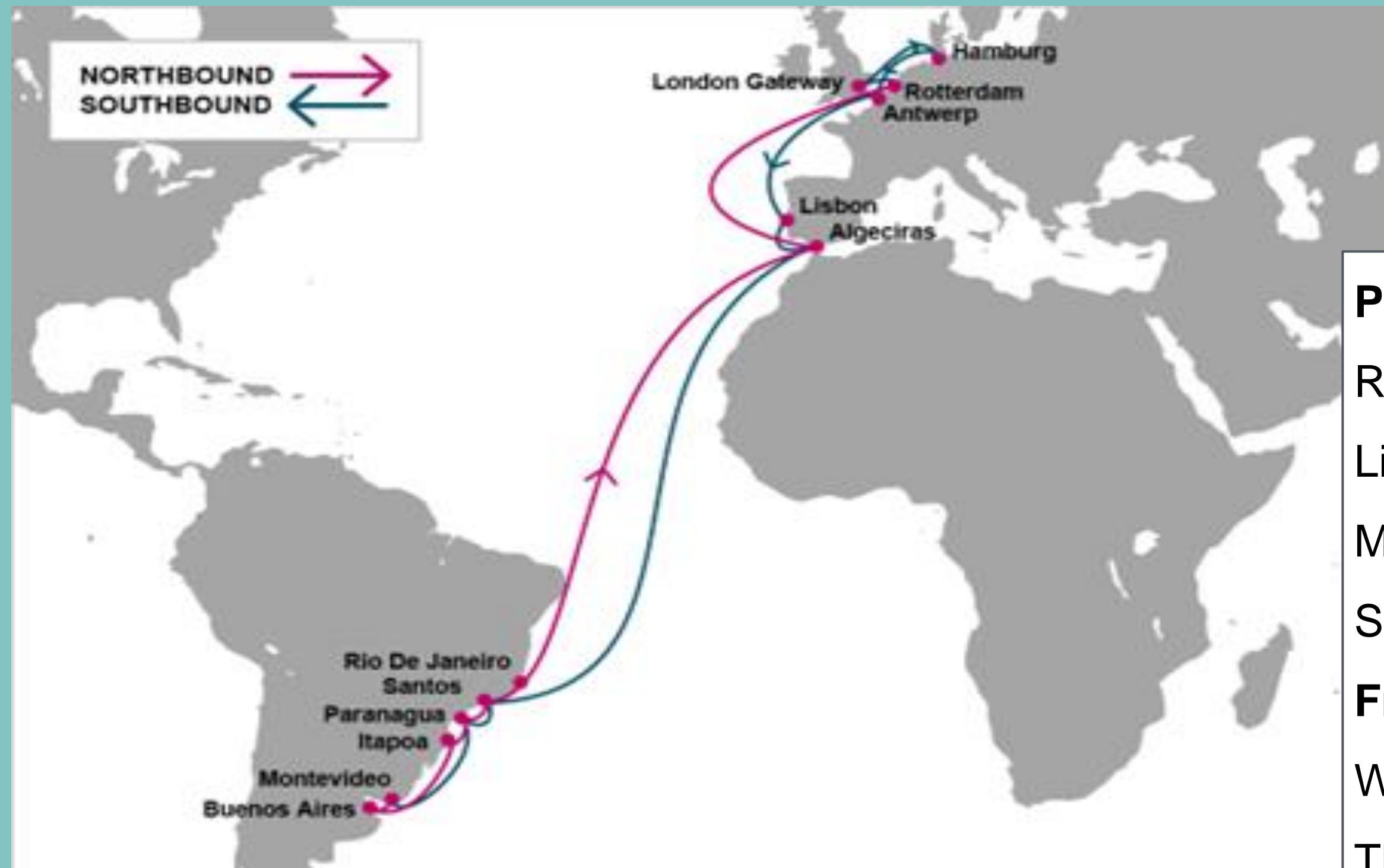


REVENUE

\$900,000.00

LUX service connecting Europe and S.America

New Latin-East-Coast Europe Express (LUX), a new weekly service connecting Europe and the Mediterranean to the East Coast of South America



Port Rotation:

Rotterdam – London Gateway – Hamburg – Antwerp –
Lisbon – Algeciras – Santos – Paranagua –
Montevideo – Buenos Aires – Itapoa – Paranagua –
Santos – Rio De Janeiro – Algeciras – Rotterdam

Frequency:

Weekly

The first sailing will commence from Montevideo on
16th September, 2023

FLX service connecting Caribbean and USA

New service for Florida Latin Express (FLX), a new weekly service connecting Latin America West Coast, Caribbean and Florida



Port Rotation:

Callao – Paita – Guayaquil – Cartagena – Port Everglades –
Puerto Cortés – Cartagena – Callao

Frequency:

Weekly

The first sailing will commence from Callao on 4th October, 2023

NPI service - Northeast Asia - Pakistan/India

New service from Northeast Asia to Pakistan and India (NPI)



Port Rotation:

Qingdao - Xingang - Pusan - Port Kelang - Nhava Sheva - Pipavav - Karachi - Mundra - Colombo - Port Kelang - Singapore - Qingdao

Frequency: Weekly

The first sailing will commence in 9th October, 2023



Service Rationalization in THE Alliance

THE Alliance has applied service rationalization programs to Transpacific and Asia-Europe Trades in light of the market demand in winter.

Transpacific:

PS5 and PN3 have been suspended since August and October respectively until further notice. Other services have been enhanced to ensure that customers continue to receive frequent and comprehensive service.

Asia-Europe:

THE Alliance has planned the void sailing coordination in Far East-North Europe and Mediterranean services from October to December. A close monitoring of cargo demand will enable them to quickly adapt to market changes.



Upgrades of ONE Fleet ongoing

ONE welcomed 3 newbuilt ships to the operating fleet during the Q2 of FY2023.

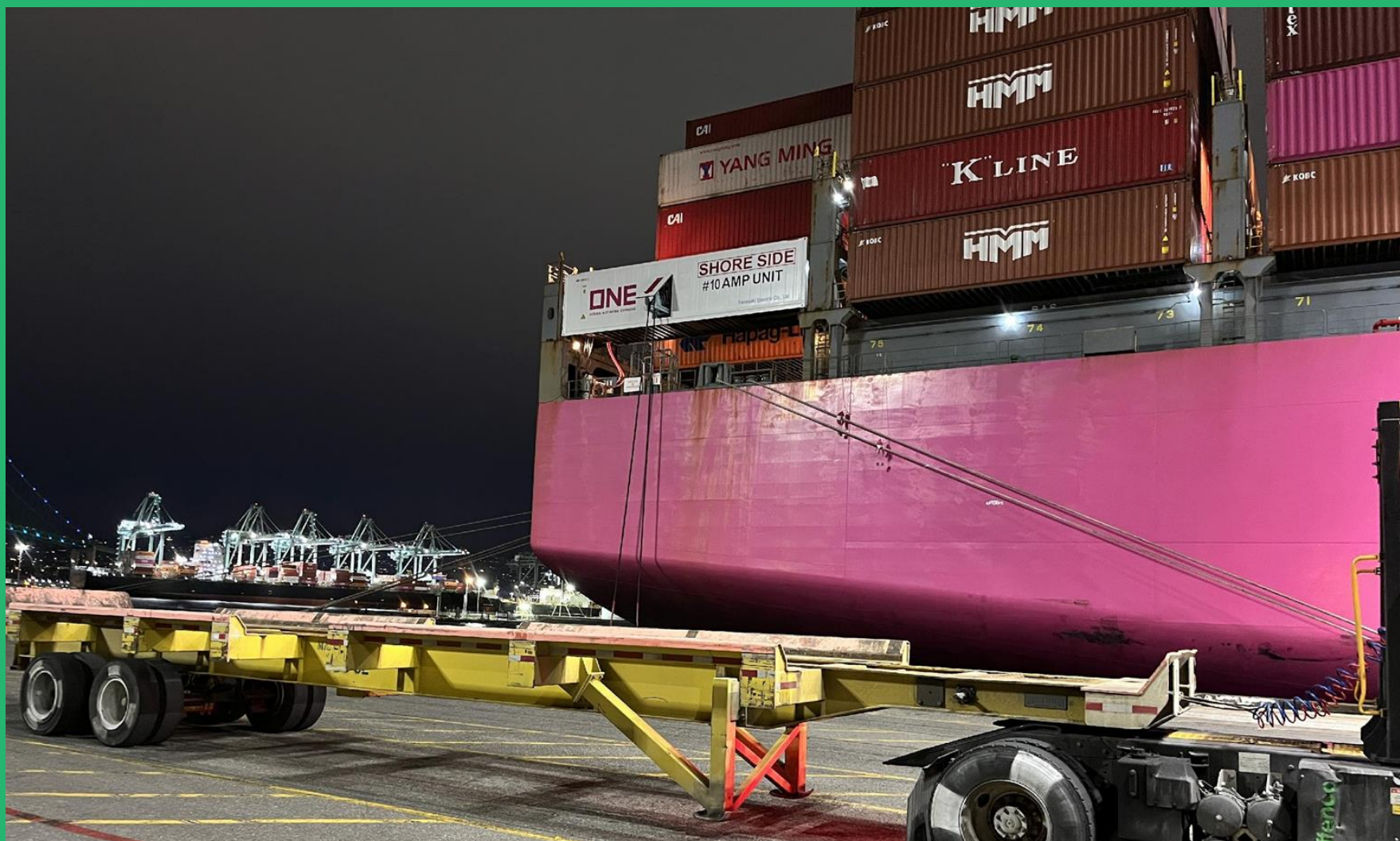
- ONE INFINITY 24,136TEU built at Imabari Shipbuilding Marugame shipyard
- ONE INTEGRITY 24,136TEU built at Imabari Shipbuilding Saijo shipyard
- ONE FRONTIER 15,258TEU built at Yangzijiang Shipbuilding

With their newest design and higher performance, these ships are expected to contribute operational excellence for ONE.





Photo Credit: North Bund Forum



ONE participates in Green Shipping Corridor Project between Port of Los Angeles/Long Beach and Shanghai

ONE has been engaging with Los Angeles/Long Beach and the Shanghai Green Shipping Corridor Project to accelerate emissions reductions on one of the world's busiest container shipping routes.

On 22 September 2023, a voluntary partnership of leading maritime stakeholders, including the Ports of Los Angeles, Long Beach and Shanghai along with well known container carriers and key leading cargo owners, unveiled the Implementation Plan Outline of the project.

The scope of the project is designed from port to port, so each stakeholder strives to reduce emissions from shipping and port activities.

As one of the carrier partners, ONE will work together towards deploying reduced or zero lifecycle emission ships in this corridor as early as possible.

ONE hosts 2nd Container Shipping Summit in Singapore

Ocean Network Express successfully hosted the 2nd Container Shipping Summit in Singapore on 3 August 2023.

The Container Shipping Summit was initiated by Ocean Network Express to seek practical approaches to the pressing challenges faced by the container shipping industry. The event brought together industry experts and academic leaders to work towards a brighter future for global supply chains and the relevant communities. This year, the summit featured several panel discussions on various topics including research and development in terminals and ports, advancements in ship technologies, maximizing the potential of container shipping supply chains, and enhancing ESG (Environmental, Social, and Governance) measurement in container shipping. The summit also explored ways to nurture current and future maritime talent as well.





Global Initiatives

World Cleanup Day

As part of our #ONEOcean initiative, ONE offices across the world participated in a #SeaTheChange campaign in celebration of World Cleanup Day.

This year, as a Healthy Bays Partner for Ocean Conservancy's International Coastal Cleanup™, we are pleased to share that selected offices have utilised the Clean Swell® app to further amplify the impact of our cleanup efforts. By cataloguing each item of trash collected, we contribute to a critical database for researchers and policy makers to take informed and targeted action to help improve conservancy.

Our report can be accessed by searching "ONE Planet" [here](#).

Highlights of this campaign:

- **GHQ Singapore:** *Leading by Example* – CEO Jeremy Nixon and MD Yasuki Iwai worked alongside 47 other employees to clean up East Coast Park.
- **Germany:** *Return of the Waste Buccaneers* – Clearing the canals of Hamburg, but on paddleboards!
- **Korea:** *All aboard* – Family members joined in to beautify the tourist hotspot of Gwangalli Beach, Busan
- **London, UK:** *Of History and Rich Heritage* – Maintenance of the Tower Hamlets Cemetery Park
- **Peru:** *Climate Action and Awareness* – supported by Perú te quiero Limpio, collection and segregation of waste was performed at Las Conchitas Beach, Ancón
- **Sri Lanka:** *Campaign Champions!* – Collected over a ton of trash along Perithipura Beach, Wattala
- **United States:** *ONE Lombard "Adopts-a-Beach"* – In partnership with "The Alliance for the Great Lakes" to clean up Montrose Beach along the Chicago Lakefront

CSR Activities across ONE's Global Offices

From the start of our operations in 2018, ONE has been involved in a wide range of CSR initiatives around the world. In line with being a responsible and sustainable global company, we have given back to several local communities. Between July and September 2023, over **1550** employees have participated in various worthwhile causes.

Noteworthy Initiatives and Events:

- **GHQ Singapore:** In celebration of **National Day** this year, Magentians enjoyed a beer-tasting session with a local and Sustainability twist – featuring homegrown brands of beverages and snacks made from upcycled food waste!
- **Argentina:** Funded construction materials to build a roof in the yard of *Hogar Santa Inés, a community safe haven*
- **China:** In response to the depletion of blood inventories at the *Shenzhen Blood Centre*, 16 brave employees at ONE Shenzhen office stepped up to the call to donate blood and save lives. Our heroes, indeed!
- **Hong Kong:** Supported the *Make-A-Wish Foundation's* Flag Day for the 3rd consecutive year
- **India:** Partnered *FORREST* in a Bird Conservation activity at Pimpri Village, Mulshi, Pune – Planting bird-friendly trees and bird perches installation in farms, along with the enrichment planting of Ficus trees.
- **London, UK:** Participated in the *OSCAR Dragon Race*, an annual event held within the shipping industry to raise money for children with Leukemia, in support of the *Great Ormond Street Hospital*.
- **Malaysia:** Adoption and release of 15 terrapin babies from hatchery into the wild at Terengganu (the Turtle State), with the support of the *Turtle Conservation Society*
- **United States:** Packing of food items for distribution to needy families at our ONE Boise (*Idaho Food Bank*) and ONE Chicago (*Feed My Starving Children*) offices
- **Uruguay:** Befriending the vulnerable children and at-risk youths at the *Basketball School San Isidro* in Pando city





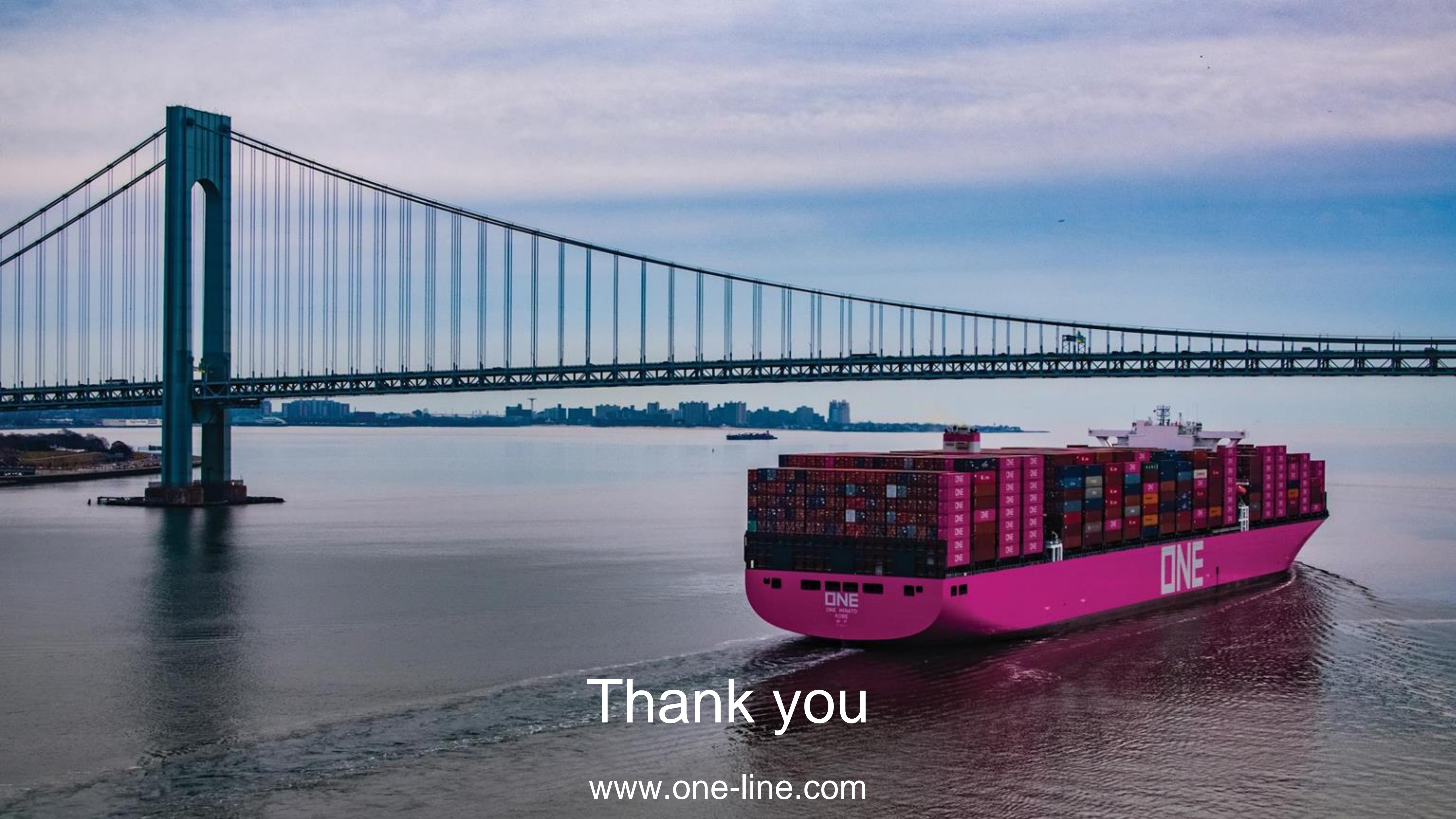
Ocean Network Express x Project Maji Partnership

Recognising the pressing need for clean water and its transformative impact on communities, we are delighted to announce that ONE has partnered Project Maji, a pan-African safe water NGO, to implement sustainable water solutions in Ghana and Kenya, as well as financing the supply of free water kiosks to rural schools.

This contribution – facilitated by our subsidiary Ocean Network Express (Europe) Ltd.– is set to make an immediate and lasting difference in the lives of those who have long grappled with water borne diseases and unsafe drinking water, significantly improving health and education prospects.

This partnership also signifies ONE's commitment to Sub-Saharan Africa, with its established offices in Ghana, Ivory Coast, Nigeria, South Africa, and the launch of Ocean Network Express Kenya Ltd. which happened earlier in April. By engaging with local communities, ONE reaffirms its dedication to sustainable development and corporate social responsibility, and vision to create a lasting impact beyond business operations.

*"We are thrilled to collaborate with Project Maji to address the critical water crisis affecting underserved communities in Ghana and Kenya," said **Jeremy Nixon**, CEO. "Access to clean water is a fundamental human right, and through our partnership, we are working towards creating a positive ripple effect that will extend beyond health benefits to areas like education, income levels, and gender empowerment."*



Thank you

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